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(11) **EP 1 168 791 A3**

(12) **EUROPEAN PATENT APPLICATION**

(88) Date of publication A3:  
05.06.2002 Bulletin 2002/23

(51) Int Cl.7: **H04M 3/48, H04M 3/523**

(43) Date of publication A2:  
02.01.2002 Bulletin 2002/01

(21) Application number: **01305246.9**

(22) Date of filing: **15.06.2001**

(84) Designated Contracting States:  
**AT BE CH CY DE DK ES FI FR GB GR IE IT LI LU  
MC NL PT SE TR**  
Designated Extension States:  
**AL LT LV MK RO SI**

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(30) Priority: **23.06.2000 GB 0015357**

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(54) **Callback telecommunication system and method**

(57) A system and method for call-back handling are described. A call from a caller (1) to a client (7), is received (23) and the number at which the caller can be called back is determined (25). The call-back handler (9) then initiates a telephone call to the client through a public service telephone network standard line (27), either locally or on a public telephone network, and waits for the client to accept the call (29). Then, the caller is called (31) and the calls from call-back handler to client and to the caller are connected (33).

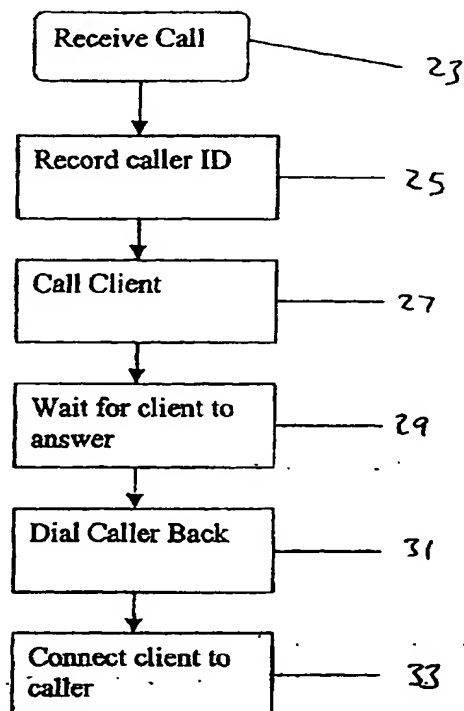


Fig. 1

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# EUROPEAN SEARCH REPORT

Application Number  
EP 01 30 5246

| DOCUMENTS CONSIDERED TO BE RELEVANT   |   |   |   |
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| The present search report has been drawn up for all claims  |   |   |   |
| Place of search<br>MUNICH   |   | Date of completion of the search<br>10 April 2002 | Examiner<br>Catley, I                           |
| <p>CATEGORY OF CITED DOCUMENTS</p> <p>X : particularly relevant if taken alone<br/>Y : particularly relevant if combined with another document of the same category<br/>A : technological background<br/>O : non-written disclosure<br/>P : intermediate document</p> <p>T : theory or principle underlying the invention<br/>E : earlier patent document, but published on, or after the filing date<br/>D : document cited in the application<br/>L : document cited for other reasons<br/>&amp; : member of the same patent family, corresponding document</p> |   |   |   |

EPO FORM 1303 (03.02) (P4/C01)

**ANNEX TO THE EUROPEAN SEARCH REPORT  
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10-04-2002

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For more details about this annex : see Official Journal of the European Patent Office, No. 12/82

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